

801: Confidentiality of Records

- A. Records of the LTCOP shall be confidential and shall be disclosed only in limited circumstances specifically provided by applicable law and this Manual.
- B. All LTCOP client and resident records are the property of the SLTCOP. The SLTCO and his/her designee have access to all LTCOP records at all times for official purposes.
- C. Each LTCO and LTCOP support staff trained in LTCOP activities and confidentiality have access to records of the Regional LTCOP for which he or she serves.
- D. For the purpose of providing temporary coverage for another Regional LTCOP, a LTCO may have access to the LTCOP records of another Regional LTCOP to the extent necessary to provide such coverage.
- E. The Regional LTCOP shall insure that all files, records, correspondence and case notes maintained by the LTCOP be confidential by following procedures to limit access. The practices used by the Regional LTCOP shall include, but not be limited to:
 - 1. limiting access of such files to authorized LTCO personnel, including the assigned LTCO, the Regional Ombudsman, LTCOP support staff and the SLTCO and his/her designee; and
 - 2. locating the files, records, correspondence, and case notes in a secure location controlled by the Regional Ombudsman.
- F. Any Regional LTCOP using computerized program record keeping systems will have written procedures which protect the confidentiality of all LTCOP records. Procedures may

include but are not limited to the use of passwords or the file being saved on computer disks and the disks stored in a locked cabinet.